

TF050 CLOUD PHONE SYSTEM FIREWALL REQUIREMENTS V7.20

1) SIP-ALG

Must be disabled. This is the number one issue that will prevent phones registering to our platform and/ or making calls. This setting is usually enabled by default.

2) General Rules

Device	Protocol	Destination	Destination Port
IP Phone & ATA Signalling	SIP	centrex-bslnws09.yourwhc.co.uk centrex-lnwsbs09.yourwhc.co.uk ipcomms-route62-bs11lnws13.yourwhc.co.uk ipcomms-route62-bs12lnws14.yourwhc.co.uk IP Address Range 217.32.186.0 – 217.32.186.191 IP Address Subnets 62.7.201.128/27 62.7.201.160/27	UDP/TCP 5060 – 5075
IP Phone & ATA Media	RTP	IP Address Range 217.32.186.0 – 217.32.186.191 IP Address Subnets 62.7.201.128/27 62.7.201.160/27	UDP 32767 to 65535
IP Phone & ATA	NTP	0.uk.pool.ntp.org europe.pool.ntp.org	UDP/TCP 123
IP Phone & ATA	DNS	Supplied locally	UDP/TCP 53

3) Poly Handsets

Device	Protocol	Destination	Destination Port
Polycom Download & Configuration	HTTPS	dm.yourwhc.co.uk 193.113.10.10 193.113.11.10	TCP 443
Polycom Remote Provisioning Server (RPS)	HTTPS	52.0.183.240 54.86.39.219	TCP 443

4) Yealink Handsets

Device	Protocol	Destination	Destination Port
Yealink Download & Configuration	HTTPS	dm.yourwhc.co.uk 193.113.10.10 193.113.11.10	TCP 443
Yealink Remote Provisioning Server (RPS)	HTTPS	52.71.103.102 35.156.148.166	TCP 443

5) Cisco Handsets

Device	Protocol	Destination	Destination Port
Cisco Linksys Download & Configuration	HTTPS	dm-linksys.yourwhc.co.uk 193.113.10.34 193.113.11.36	TCP 443
Cisco Small Business Download & Configuration	HTTPS	dm-csb.yourwhc.co.uk 193.113.10.33 193.113.11.35	TCP 443

6) 2N Door Entry

Device	Protocol	Destination	Destination Port
2N Intercom Licensing Server	HTTPS	licenses.update.2n.cz	TCP 443

7) Web portal

Device	Protocol	Destination	Destination Port
Business Zone	HTTP/HT TPS	btwholesale.com/businesszone 62.239.224.3	TCP 443
Business Portal	HTTPS	portal.yourwhc.co.uk/businessportal 193.113.10.13 193.113.11.13	TCP 443
Call Analytics Portal	HTTPS	icscallanalytics.yourwhc.co.uk 40.115.5.58	TCP 443
Service Assurance (Emperix)	HTTPS	https://svmpnwv1.nat.bt.com 10.35.138.148	TCP 443
Voice Recording Portal	HTTPS	callrecorder.yourwhc.co.uk 193.113.10.32 193.113.11.34 Note browser access is via a redirect from the Business Portal.	TCP 443

8) SIP Trunks

Device	Protocol	Destination	Destination Port
SIP Trunk Signalling (Dynamic)	SIP	sipt-dynamic-bslnws09.yourwhc.co.uk sipt-dynamic-route62-bs11lnws13.yourwhc.co.uk sipt-dynamic-route62-bs12lnws14.yourwhc.co.uk 62.7.201.128/27 62.7.201.160/27	UDP/TCP 5060
SIP Trunk Signalling (Static)	SIP	sipt-static-bslnws09.yourwhc.co.uk sipt-static-route62-bs11lnws13.yourwhc.co.uk sipt-static-route62-bs12lnws14.yourwhc.co.uk 62.7.201.128/27 62.7.201.160/27	UDP/TCP 5060
SIP Trunk Media (Dynamic & Static)	RTP	62.7.201.128/27 62.7.201.160/27	UDP 32767 to 65535

9) UC Office

Application	Protocol	Destination	Destination Port
Application Signaling	SIP	centrex-bslnws09.yourwhc.co.uk 62.7.201.128/27 62.7.201.160/27 Please be aware that it would be advisable to add these addresses as they may be used for future expansion uc-bs12lnws14.yourwhc.co.uk - 213.120.60.172 - 213.120.60.236 uc-bs11lnws13.yourwhc.co.uk - 213.120.60.140 - 213.120.60.204	UDP/TCP 8933 Note: Port 5060 and Port 5075 also available
Application Media	RTP	62.7.201.128/27 62.7.201.160/27	UDP 32767 to 65535
Office UC Desktop & Skype for Business Plug-In Downloads	HTTPS	downloads.yourwhc.co.uk 193.113.10.27 193.113.11.27	TCP 443
Office UC Smartphone and Tablet Downloads	n/a	Apple Store Google Play Store	n/a
Office UC Operation	XSI	officeuc.yourwhc.co.uk 193.113.10.11 193.113.11.11	TCP 443
Office UC Presence	XMPP	ums01.yourwhc.co.uk ums02.yourwhc.co.uk 193.113.10.7 193.113.11.7	TCP 5222 TCP 1081 TCP 5281 TCP 5269
Office UC Screenshare	Proprietary	uss01.yourwhc.co.uk uss02.yourwhc.co.uk 193.113.10.8 193.113.11.8	TCP 8443

10) Call centre application

Application	Protocol	Destination	Destination Port
Application Signaling	SIP	_sip_udp.ipcomms-btwbslnws09.bt.com 147.152.35.102/29 147.152.35.110/29	UDP/TCP 5060 to 5075
Application Media	RTP	147.152.35.100/29 147.152.35.108/29	UDP16384 to 32766
Cell Centre	Proprietary	applications.yourwhc.co.uk 193.113.10.12 193.113.11.12	TCP 443

11) Go Integrator

Application	Protocol	Destination	Destination Port
Application Signalling	SIP	_sip_udp.ipcomms-btwbslnws09.bt.com 147.152.35.102/29 147.152.35.110/29	UDP/TCP 5060 to 5075
Application Media	RTP	147.152.35.100/29 147.152.35.108/29	UDP16384 to 32766
Go Integrator	Proprietary	applications.yourwhc.co.uk 193.113.10.12 193.113.11.12	TCP 443
Go Integrator Downloads	HTTPS	downloads.yourwhc.co.uk 193.113.10.27 193.113.11.27	TCP 443
Go Integrator License Check	HTTPS	ccusage.yourwhc.co.uk 193.113.10.13 193.113.11.13	TCP 443

12) Toolbar

Application	Protocol	Destination	Destination Port
Application Signaling	SIP	_sip_udp.ipcomms-btwbslnws09.bt.com 147.152.35.102/29 147.152.35.110/29	UDP/TCP 5060 to 5075
Application Media	RTP	147.152.35.100/29 147.152.35.108/29	UDP16384 to 32766
Toolbar	Proprietary	applications.yourwhc.co.uk 193.113.10.12 193.113.11.12	TCP 2209

13) Go Tapi

Application	Protocol	Destination	Destination Port
Go TAPI	XSi over HTTPS	applications.yourwhc.co.uk 193.113.10.12 193.113.11.12	TCP 443
Go TAPI Downloads	HTTPS	downloads.yourwhc.co.uk 193.113.10.27 193.113.11.27	TCP 443
Go TAPI License Check	HTTPS	ccusage.yourwhc.co.uk 193.113.10.13 193.113.11.13	TCP 443